

HR 4604

United States Call Center Worker and Consumer Protection Act of 2016

Congress: 114 (2015–2017, Ended)

Chamber: House

Policy Area: Commerce

Introduced: Feb 24, 2016

Current Status: Referred to the Subcommittee on Workforce Protections.

Latest Action: Referred to the Subcommittee on Workforce Protections. (Sep 19, 2016)

Official Text: <https://www.congress.gov/bill/114th-congress/house-bill/4604>

Sponsor

Name: Rep. Green, Gene [D-TX-29]

Party: Democratic • **State:** TX • **Chamber:** House

Cosponsors (4 total)

Cosponsor	Party / State	Role	Date Joined
Rep. Gibson, Christopher P. [R-NY-19]	R · NY		Feb 24, 2016
Rep. McKinley, David B. [R-WV-1]	R · WV		Feb 24, 2016
Rep. Takano, Mark [D-CA-41]	D · CA		Feb 24, 2016
Rep. Green, Al [D-TX-9]	D · TX		Nov 14, 2016

Committee Activity

Committee	Chamber	Activity	Date
Armed Services Committee	House	Referred To	Feb 24, 2016
Education and Workforce Committee	House	Referred to	Sep 19, 2016
Energy and Commerce Committee	House	Referred to	Feb 26, 2016
Oversight and Government Reform Committee	House	Referred To	Feb 24, 2016

Subjects & Policy Tags

Policy Area:

Commerce

Related Bills

Bill	Relationship	Last Action
114 S 2593	Identical bill	Feb 25, 2016: Read twice and referred to the Committee on Commerce, Science, and Transportation.

United States Call Center Worker and Consumer Protection Act of 2016

This bill requires a business that employs 50 or more call center employees, excluding part-time employees, or 50 or more call center employees who in the aggregate work at least 1,500 hours per week, exclusive of overtime, to notify the Department of Labor at least 120 days before relocating such center outside of the United States. Violators are subject to a civil penalty of up to \$10,000 per day.

Labor must make publicly available a list of all such employers that relocate a call center. It may remove from the list an employer that has relocated the call center from a location outside the United States to a location inside the United States.

Employers must remain on the list for up to three years after each relocation. An employer is ineligible for federal grants or federal guaranteed loans for five years after being added to the list, except where the employer demonstrates that a lack of such loan or grant would threaten national security, result in substantial job loss in the United States, or harm the environment. Federal or state executive agencies or military departments, when awarding a civilian or defense-related contract, must give preference to a U.S. employer that does not appear on the list.

Businesses that initiate or receive a customer service communication must require each of their employees or agents participating in the communication to disclose their physical location at the beginning of each such communication unless all involved employees or agents are located in the United States. The bill exempts any communication: (1) initiated by a consumer if the consumer knows or reasonably should know that the employee or agent is located outside the United States, or (2) related to the provision of emergency services. Upon request, businesses must transfer a customer to a customer service agent who is physically located in the United States.

The Federal Trade Commission (FTC) may exclude certain classes or types of business entities or customer service communications from the requirements of this Act under exceptionally compelling circumstances. The bill sets forth authority for the FTC to enforce against violations.

Actions Timeline

- **Sep 19, 2016:** Referred to the Subcommittee on Workforce Protections.
- **Feb 26, 2016:** Referred to the Subcommittee on Commerce, Manufacturing, and Trade.
- **Feb 24, 2016:** Introduced in House
- **Feb 24, 2016:** Referred to the Committee on Energy and Commerce, and in addition to the Committees on Armed Services, Oversight and Government Reform, and Education and the Workforce, for a period to be subsequently determined by the Speaker, in each case for consideration of such provisions as fall within the jurisdiction of the committee concerned.